

Customer Letter of Authority (CLoA)

for the porting of numbers from one provider to another

Current Retailer		New Retailer	
Name		Name	
Address:		Address:	
Contact Email		Contact Email	

Site address to register against numbers		Numbers to be Ported <i>(Geo & non-Geo)</i>
<i>(Use Continuation sheets for additional numbers and/or sites)</i>		
Building Name / Number		
Street Name		
Town/City		
County		
Post Code		
MBN-Main Billing number-If known (Geographic only)		

Customer's Company Details <i>(as shown on most recent bill from current provider)</i>	
Company Name	
Billing Address	
Town/City	
County	
Post Code	
Company Registration No.	
Billing Account No. <i>(Non-Geo only)</i>	

Fao my current provider: - This CLoA is to notify you that I (representing the customer shown below) have taken the decision to move my Telephony services to a new Provider and require the numbers associated with those services to be ported across to my chosen new Provider (stated above).

My new Provider is authorised to act on my behalf in this matter & you have my authority to disclose to my new Provider (at their request) any other service or site-specific details they might need to allow this port to proceed (e.g. Site/Billing address post code, DDI number range, Main Billing Number (**MBN**), etc.).

I recognise that it is my responsibility to arrange the cessation of, or changes to, any other services provided by my current Provider.

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
Validity	This CLoA is valid for 6 months from the above date		
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Customer Company Name	
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Additional Sites and/or Numbers to be Ported <i>(Continuation sheet)</i>			
Site Address(es)		Numbers to be Ported <i>(Geo & non-Geo)</i>	
Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	
Validity	This CLoA is valid for 6 months from the above date		
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1. Should the information you provide not be correct, or should you need to reschedule the date after initial agreement, additional charges may apply.
2. Once the numbers have ported, please contact the losing Service Provider to ensure you are no longer billed for the services.
3. If porting Numbers that are part of a Range, the below need to be confirmed prior:
 - i. You have contacted your current provider to cease or separate the Numbers to be ported from the range OR,
 - ii. Decided to port the entire Range of Numbers. Please note that should you wish to cancel one of the Numbers after the minimum term, the entire Range will also be cancelled and returned to the Range holder.
4. Please ensure you have reviewed your number estate and have checked that the numbers listed within this document are for voice use only. Do not include any that carry a broadband connection or are used for an alarm line/PDQ machine/lift line etc as porting the number will prevent the secondary service from working.
5. By completing this form, you confirm you have read, understood, and agree to the above.

Requester's Details			
Signed			
Print Name		Job title	
Date (DD/MM/YYYY)		Email	